

Rider Guide for Paratransit Service

and other rider related information

Paratransit Services provided by MV Transportation Inc. 413-739-7436 or toll free at 1-866-277-7741 1-866-707-1652 (tty/relay)

What is Paratransit?

ADA Complementary Paratransit Service* is for individuals with a disability that prevents them from using the accessible fixed route bus. If you require a Personal Care Attendant (PCA), that person rides for free. You may also bring one traveling companion who must have the same pickup and drop off location as the paratransit rider. A companion pays the same fare as the paratransit traveler. Trained service animals are welcome on all PVRTA vehicles providing you noted your need on the ADA application. Animals must ride on the floor.

How Do I Schedule a Trip?

Rides can be booked seven days a week between 8 a.m. and 4:30 p.m. as early as 14 days in advance but no later than 4:30 p.m. the day before the trip.

Call 413-592-8987 (MV TTY/TTD) 1-866-707-1652 (PVRTA TTY/TTD)

Give the call-taker your name, the exact address of your pick-up, the exact address of your destination and if you will be traveling with a PCA or a companion.

Remember to schedule your return trip!

Remember to Cancel It is your responsibility to cancel any scheduled trip you will not be taking. *You must apply for ADA service and be determined as eligible under the guidelines of the American with Disabilities Act. To apply for ADA service, call 1-800-752-1638 and ask for details or an ADA application.

Don't be a NO SHOW!

All trips must be cancelled at least 1 hour prior to the scheduled pick-up time. If a trip is not cancelled the rider will be identified as a No Show. Multiple "No Shows" will result in penalties.

Service Rules

The van is considered on-time if it arrives within your 20-minute pick-up window. Service is door-to-door from the point of pick-up to the point of

destination. The driver will only wait 5 minutes before leaving for the next pick-up. ADA regulations permit the scheduling of your ride up to one hour before or one hour after the trip time you requested without making you late for an appointment.

This is public transportation not a taxi service. ADA paratransit trips can be the equivalent to the length of time it would take on the fixed-route bus, including transfers and wait time.

What is my cost?

\$2.00 within a tier/adjacent communities. **\$2.50** outside a tier/non-adjacent communities. **\$3.00** out of county/non-adjacent communities. When boarding, you must have the exact fare. Operators do not carry change and are not allowed to search purses, pockets or back-packs for customer's fare.

Where Can I Buy Tickets?

You can purchase tickets at your local senior center or the PVT A Information Office, 1776 Main St., Springfield. Or call 413-781-7882 or 413-568-5806 for more information and other sales locations.

For Your Information

A maximum of 3 standard-size carry-on packages are allowed, maximum weight of 25 pounds total. Upon request drivers will assist with the loading and unloading of packages. Grocery/shopping carts are not permitted on the van for shopping. Drivers and staff cannot accept tips or gratuities. If a rider wishes to express thanks, please send a letter to: Ms. Mary MacInnes, Administrator Pioneer Valley Transit Authority, 2808 Main St. Springfield, MA 01107